

U.S PATENT APPLICATION
Inventors: Covington et al.
Filed: June 14, 2001
Attorney Docket No. 11421/5

ABSTRACT

The present invention is directed to a method and apparatus for providing customized responses to user's inquiry by providing a continuously updated database and
5 experts designated to provide a response where the database's responses are insufficient. The present invention is also directed to providing responses in view of a user's profile.

05679981.061401